

# Expiations FAQ's

## How do I pay for my expiation?

- Pay online at [fines.marion.sa.gov.au](https://fines.marion.sa.gov.au)
- Phone 1300 418 853 remember to have your expiation notice available at the time of the call.
- Pay in person by presenting your expiation notice to:  
The Customer Service Administration Centre at 245 Sturt Road, Sturt SA 5047.  
EFTPOS and credit cards are accepted (Visa, Mastercard).  
Opening times are 8:30 am to 5:00 pm Monday to Friday.
- Post a cheque via mail PO Box 293 Park Holme SA 5043.  
Post-dated cheques will be returned unless prior arrangements have been made.

Note: receipts will only be issued if requested.

## What if I have a question about my expiation?

For telephone enquiries phone 8375 6600 from 8:30 am to 5:00 pm Monday to Friday.  
Please have the expiation notice available at the time of the call.

## Can I view photos of the offence?

Photographs of the offence can be viewed online at [fines.marion.sa.gov.au](https://fines.marion.sa.gov.au)

## Can I pay by instalments?

If you cannot afford to pay your expiation in full by the due date, please contact the Fines Enforcement and Recovery Unit on 1800 659 538 to make an enquiry about an instalment plan.

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## How do I appeal against a fine?

An application for review must be submitted **in writing** and can be submitted on **one occasion only**.

All appeals against expiation notices must be in writing and will only be processed if received on a 'Review of Decision Application Form'. This form is available through our online portal [fines.marion.sa.gov.au](https://fines.marion.sa.gov.au)

Or attend in person at the Customer Service Administration Centre at 245 Sturt Road, Sturt SA 5047 to obtain a hard copy of this form.

## What information is needed to submit a 'Review of Decision' form?

- Full name of the driver
- Address of the driver
- Contact phone number of the driver
- The expiation notice number
- Vehicle registration
- Offence details
- Driver's licence number of the driver
- Date of birth of the driver

## Do I need to supply supporting documentation with my appeal?

Yes, you will need to supply supporting documentation to substantiate your claim.

Some examples of forms of supporting documents might be:

- RAA report of a breakdown
- Copy of Disabled Person's Parking Permit
- Medical certificate or letter from a doctor if a medical condition contributed to the parking offence

When appealing dog expiation, local nuisance, fire prevention, by-laws, development or environmental health expiations also ensure that you provide relevant documentation to support your appeal.

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## How do I submit my appeal?

All appeals must be submitted through the online portal at [fines.marion.sa.gov.au](https://fines.marion.sa.gov.au)  
Or in person at the Customer Service Administration Centre at 245 Sturt Road, Sturt SA 5047.

## What happens once I have submitted my appeal?

Upon receipt of your appeal, the expiation notice will be put 'on hold' pending an investigation. You will be advised by Council of the outcome once a decision has been made.

Once a decision is made, it is final, the council will only review your expiation on **one occasion only**.

## Can I submit an appeal if my expiation has gone to the Fines Enforcement and Recovery Unit (FERU)?

Council cannot consider an appeal once the matter has been transferred to the Fines Enforcement and Recovery Unit, which occurs once the due date on the reminder notice has expired.

Any enquiries after this stage will need to be referred to the Fines Enforcement and Recovery Unit by calling 1800 659 538.

## What if I was not the driver at the time of the offence?

If in the case of a parking offence where you were not the driver at the time of the offence, you are required to complete a 'Nomination Form' with the relevant details of the driver's name and address.

If you were not the driver or you did not own the vehicle at the time of the offence, you can submit a 'Nomination' form this can be found on our online portal [fines.marion.sa.gov.au](https://fines.marion.sa.gov.au)

Or attend in person at the Customer Service Administration Centre at 245 Sturt Road, Sturt SA 5047 to obtain a hard copy of this form.

If the form is not completed in full, we are unable to reissue the expiation, therefore, the expiation will remain the responsibility of the current vehicle owner as per the Service SA (formally Motor Registration) database.